

INTERNATIONAL SEARCH REPORT

International Application No
PCT/GB2004/004287

A. CLASSIFICATION OF SUBJECT MATTER

IPC 7 H04Q7/32 H04L12/56 H04Q7/38

According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC 7 H04Q H04M

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, PAJ, WPI Data

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	EP 1 075 153 A (GENESYS TELECOMMUNICATIONS LABORATORIES, INC) 7 February 2001 (2001-02-07) paragraphs '0009!', '0010!', '0018!', '0019!', '0022!' - '0026!' paragraphs '0030!', '0031!', '0035!'	1-19
X	US 6 405 033 B1 (KENNEDY, III WILLIAM C ET AL) 11 June 2002 (2002-06-11) abstract column 1, line 31 - column 2, line 68 column 3, line 54 - column 4, line 45 column 5, lines 4-46 column 7, lines 1-59 column 9, line 12 - column 10, line 10 column 11, line 4 - column 12, line 27 column 23, lines 27-62 column 25, lines 31-45 ----- -/-	1-19

☒ Further documents are listed in the continuation of box C.

☒ Patent family members are listed in annex.

* Special categories of cited documents :

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- "O" document referring to an oral disclosure, use, exhibition or other means
- "P" document published prior to the international filing date but later than the priority date claimed

- "T" later document published after the international filing date or priority date and not in conflict with the application but cited to understand the principle or theory underlying the invention
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- "Y" document of particular relevance; the claimed invention cannot be considered to involve an inventive step when the document is combined with one or more other such documents, such combination being obvious to a person skilled in the art.
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Date of the actual completion of the international search

2 March 2005

Date of mailing of the international search report

18/03/2005

Name and mailing address of the ISA

European Patent Office, P.B. 5818 Patentlaan 2
NL - 2280 HV Rijswijk
Tel. (+31-70) 340-2040, Tx. 31 651 epo nl,
Fax: (+31-70) 340-3016

Authorized officer

Alonso Maleta, J

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	<p>US 5 020 095 A (MORGANSTEIN ET AL) 28 May 1991 (1991-05-28) abstract column 1, line 66 - column 2, line 21 column 5, lines 47-61 column 7, lines 15-50</p>	1-19

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			EP 1101323 A2	23-05-2001
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			US RE37001 E	26-12-2000